

# COMMUNITY BENEFIT **REPORT** 2024



**SAN ANTONIO**  
REGIONAL HOSPITAL

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# Letter from the President and CEO

Dear Community Partners, Neighbors, and Friends,

Each year, we are reminded that our mission—to care for the health and well-being of the people we serve—goes far beyond the walls of our hospital. In 2024, we served our community with compassion, excellence, and a deep commitment to their health. This year's Community Benefit Report highlights the meaningful progress we've made in addressing some of the most pressing health challenges facing our region.

We remain steadfast in our dedication to improving cardiovascular health, maternal and infant health, and behavioral health support. These are not just strategic priorities—they represent the realities our patients face every day, and we are committed to meeting them with strength and purpose.

Our **Healthy Beginnings** initiative is a shining example of that commitment. In 2024, the program served 3,128 individuals through our Neonatal Intensive Care Unit (NICU) follow-up clinic and educational offerings such as breastfeeding support, infant care classes, Safe Sitter education, infant/child CPR, and prepared childbirth classes. These services are helping to give our youngest patients the healthiest possible start and supporting parents every step of the way.

We are also investing in the future of healthcare by growing our **Clinical Shadowing Program** to 55 participants, giving aspiring healthcare professionals the chance to gain firsthand experience and insight into the field. By nurturing the next generation, we are ensuring a strong and compassionate workforce for years to come.

Looking ahead, we are proud to introduce our newest initiative—the Center for Aging. This innovative "one-stop shop" is designed to meet the complex and interconnected needs of our aging population. By bringing together clinical care, wellness services, care coordination, and social support under one roof, the Center for Aging will provide a more streamlined and person-centered experience for older adults and their caregivers.



**John T. Chapman**

President and  
Chief Executive Officer

"Because of our continued investment in community health initiatives, we were awarded **\$5,000 in grant funding from Sprouts Foundation** to expand nutrition education programs, and an additional **\$75,000 from the San Bernardino County Superintendent of Schools** to strengthen the healthcare workforce pipeline and address regional workforce shortages with our premiere high school clinical shadowing program."

In this reporting period, I am proud to share the remarkable strides we've made in delivering on that commitment through our community benefit efforts which focus on whole-person care, workforce development, and cross-sector collaboration. These initiatives, many led through our robust care team leaders, have made a measurable difference in the lives of thousands.

### **Community Health Improvement Program (CHIP)**

- Connected over 74 CHIP members to enhance care coordination.
- This care coordination resulted in a decrease in avoidable ED visits.

### **Health Equity & Community Engagement**

- Engaged **75+ local leaders and organizations** through our Health Equity, Diversity and Inclusion (HEDI) Council and Community Advisory Committee.

### **Workforce Development & Education Pathways**

- Trained 155 non-clinical interns with many advancing into public health careers.
- Partnered with 17 schools region-wide.
- A total of 2,064 hours of internship were completed by 17 interns in 2024.
- Placed 60 high school Clinical Shadowing Students into real-world hospital experiences.

### **Health Literacy in Schools and Community Integration**

- Trained 367 high school students in Hands-Only CPR, Narcan, Stop the Bleed and other health professions trainings.
- In October 2024 alone, we served 530 high school students during Chaffey Joint Union High School District's Mental Health Fairs.
- Partnered with school districts to deliver guest lectures, mental health presentations, and young healthcare professionals programs.

Not only do I strongly support these initiatives, but I am also committed to expanding their reach. I'm honored to have been appointed to several key leadership roles in the Inland Empire region to help shape the health of our region:

- **CEO Chair** for the Hospital Association of Southern California for the Inland Empire Region
- **Second Chair** on the Board of Directors for the Inland Empire Economic Partnership
- Recently appointed **Behavioral Health Commissioner** for San Bernardino County

These initiatives are not just about health care—they're about listening, responding, and standing alongside our neighbors to build a healthier, more resilient community.

We are grateful for community partnership and trust, and we look forward to continuing this vital work—together.

Sincerely,

John T. Chapman  
President and Chief Executive Officer  
San Antonio Regional Hospital





# OUR VISION

*Our vision is to be a leader in creating healthy futures through excellence and compassion.*

# OUR MISSION

*Our mission is to improve the health and well-being of the people we serve.*





# OUR STORY



San Antonio Regional Hospital (SARH) was founded by Dr. William Howard Craig in 1907 to meet the healthcare needs of local residents. As the community surrounding the hospital grew, it became apparent that larger, more modern facilities were needed. Community leaders rallied to raise the needed capital and the hospital moved to its current location on San Bernardino Road in 1924.



Through community support, the hospital grew – from its modest beginning with 18 beds, 5 physicians, and limited staff – to a 363-bed regional medical facility with 2,200 employees, over 400 volunteers, and a medical staff of nearly 600 physicians representing a wide spectrum of medical and surgical specialties.



On January 6, 2017, the hospital's main campus in Upland underwent its largest expansion in its history. The 179,000-square-foot addition, which includes a new 52-bed emergency department and 92-bed patient tower, incorporated the latest healthcare architectural design and advanced technological features to meet the needs of the growing population in the West End of California's Inland Empire.

In addition to the main campus, the hospital has satellite locations in Rancho Cucamonga, Fontana, Eastvale, and Ontario. These facilities provide outpatient care in a close, convenient setting for the region's growing population.

Additionally, San Antonio Regional Hospital opened a new 60,000-square-foot two-story ambulatory care facility directly across the street from the hospital in 2019. The Scheu Building houses City of Hope's comprehensive cancer center on the first floor and the hospital's outpatient services and programs on the second floor. The Women's Breast and Imaging Center, pre-operative and pre-procedural services, and targeted programs to complement City of Hope's cancer center are among the hospital's offerings in this location.



# OUR LEADERSHIP

San Antonio Regional Hospital is governed by a 13-member Board of Trustees. The hospital's Medical Staff President-Elect, President, and Immediate Past President are members of the board by virtue of their offices. At least two additional physicians are elected from the medical staff, and the remaining members are elected from the community-at-large.

The Board of Trustees, with physician leaders comprising a significant portion of its membership, sets the direction for the hospital's Community Benefits Program.

The Executive Management Group directs the hospital's strategic planning process and allocates resources for community benefit activities.

The Executive Management Group includes the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, Chief Nursing Officer, Chief Human Resources Officer, Chief Information Officer, Chief Population Health Officer and President of the Hospital Foundation.



**John T. Chapman, MBA**

President and  
Chief Executive Officer



**Wah-chung Hsu**

Vice President and  
Chief Financial Officer



**Gigi Dhillon, RN, PhD**

Vice President and  
Chief Operating Officer



**Terry Jaqua, PhD,  
MBA-HRM**

Vice President and  
Chief Human Resources  
Officer



**Leanne Logan,  
MSN, RN**

Vice President and  
Chief Nursing Officer



**Kamal Pandya, MBA**

Vice President and  
Chief Information  
Officer



**Heather Raymond**

Vice President and  
Chief Marketing &  
Communications Officer



**Sara Khan, MD**

Vice President and  
Chief Population Health  
Officer



**Michelle Stoddard**

President, Foundation





# OUR FACILITIES



## **San Antonio Regional Hospital**

999 San Bernardino Road, Upland, CA 91786

### **Services At This Facility:**

- Centers of Excellence:
  - Heart Center
  - Stroke Center
- Emergency Services
- Critical Care
- Endoscopy (G.I. Lab)
- Laboratory
- Maternity
- Neonatal Intensive Care
- Orthopedic Institute
- Radiology
- Rehabilitation Services
- Respiratory Care
- Retail Pharmacy
- Surgery – Inpatient & Outpatient



### **The Scheu Family Building**

1100 San Bernardino Road, Upland CA 91786

#### **Services At This Facility:**

- Cancer Center
- Outpatient Center
- Lab Tests
- Preoperative Center
- Radiology (X-Ray & Imaging)
- Women's Breast and Imaging Center



### **Building 901**

901 San Bernardino Road, Upland CA 91786

#### **Services At This Facility:**

- Upland Care4U Family Health Center
- Healthy Beginnings Maternal/Child Services
- Rehabilitation Services



### **Rancho San Antonio Medical Plaza**

777 Milliken Avenue, Rancho Cucamonga CA 91730

#### **Services At This Facility:**

- Retail Pharmacy
- Community Blood Drives
- Physician Offices
- Urgent Care
- Diagnostic: Lab and Radiology
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)



### **Sierra San Antonio Medical Plaza**

16465 Sierra Lakes Parkway, Fontana CA 92336

#### **Services At This Facility:**

- Fontana Care4U Family Health Center
- Retail Pharmacy
- Physician Offices
- Urgent Care
- Diagnostic: Lab and Radiology
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)



**Eastvale San Antonio Medical Plaza**  
12442 Limonite Avenue, Eastvale CA 91752

**Services At This Facility:**

- Urgent Care
- Diagnostic: Radiology
- Physician Offices



**San Antonio Urgent Care Ontario**  
970 North Mountain Avenue, Ontario CA 91762

**Services At This Facility:**

- Urgent Care





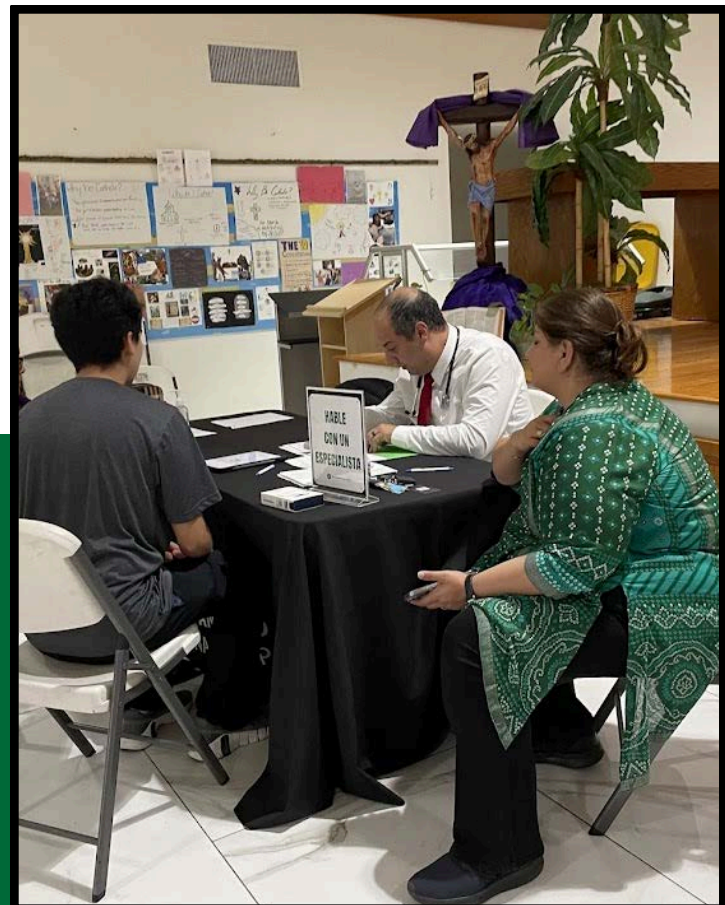
# CARING FOR OUR COMMUNITY

San Antonio Regional Hospital is committed to improving the health and wellness of the residents it serves. As such, the hospital does its best to build partnerships with other organizations that share our values and mission. We understand that community benefits are more than just numbers; they represent people. This report highlights how San Antonio Regional Hospital serves its community by delivering essential patient care services to promote healthier lifestyles, early detection of disease, and enhanced access to basic healthcare services.

As a regional healthcare provider, San Antonio Regional Hospital is committed to maintaining the highest quality of care for those we serve. As a nonprofit hospital, all of our resources are devoted to providing healthcare services. We strive to provide our community with the best care by allocating a percentage of hospital operations to purchasing new or upgraded equipment, expanding services, and providing care for vulnerable populations.

This includes:

- free or low-cost screenings
- services
- health education to prevent chronic diseases and improve health outcomes





# CARING FOR OUR COMMUNITY

While the Inland Empire is a maturing economic market, many individuals and families are at significant risk during a medical crisis. Often this is due to an inability to access health insurance or inadequate insurance coverage. The hospital's financial assistance policy provides relief to the families, who would otherwise face medical bankruptcy.

In 2024, \$4,959,919 in financial assistance was provided for patients. The hospital absorbed \$46,933,528 in unreimbursed costs incurred in providing care and treatment for Medi-Cal patients, while other uncompensated care (bad debts) totaled \$13,456,941 in actual costs incurred by the hospital.

In addition to direct medical care, San Antonio Regional Hospital reaches out to its community in a variety of ways that go well beyond the traditional care provided by an acute care hospital. An inventory of these programs and activities is provided later in this report.



In many communities within the hospital's service area, needs far exceed accessible resources.

San Antonio Regional Hospital understands the power of collaboration and seeks alliances with other health and social service providers to develop community-based programs with defined goals and measurable outcomes.

These partnerships leverage the community's resources to achieve the maximum benefit for its residents.





# KEY COMMUNITY PARTNERS



Behavioral Health



HOPE through HOUSING  
FOUNDATION





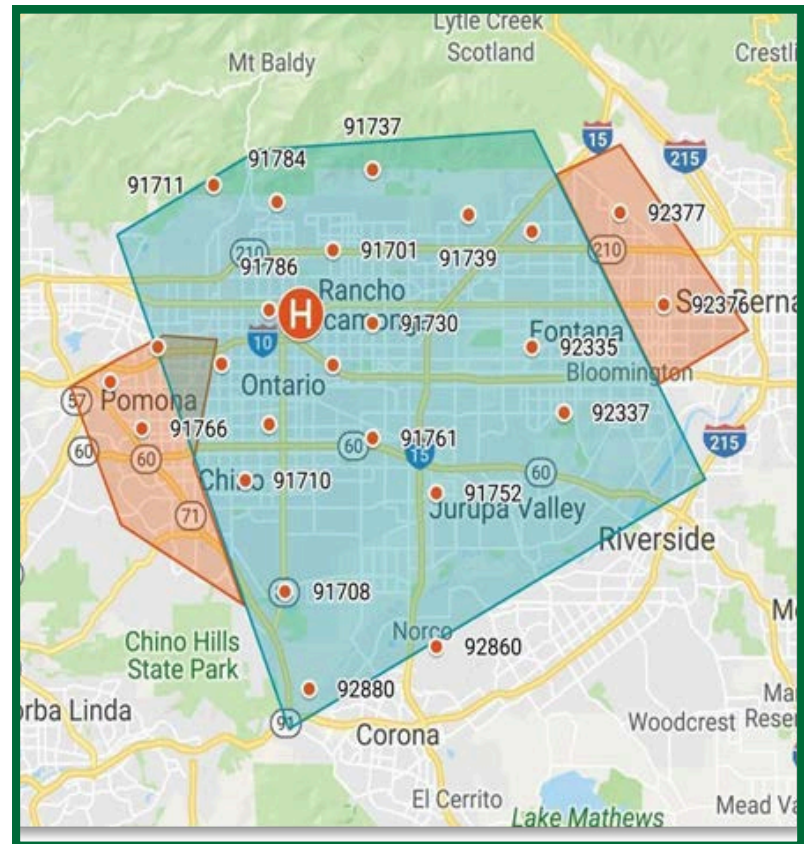
# OUR SERVICE AREAS, OUR COMMUNITY

San Antonio Regional Hospital is located in the City of Upland, in the “West End” of San Bernardino County. However, like many hospitals, San Antonio Regional Hospital’s service area is defined as the geographic area from which it receives the majority of its hospital admissions.

The total service area consists of “primary and secondary” service areas, with the primary service area accounting for approximately 80% of the hospital’s admissions, and representing the majority of San Antonio’s planning efforts.

As illustrated on the map, San Antonio Regional Hospital’s primary service area, denoted in blue, is comprised of:

- Chino
- Claremont
- Eastvale
- Fontana
- Montclair
- Ontario
- Rancho Cucamonga
- Upland



Primary Service  
Area



Secondary Service  
Area

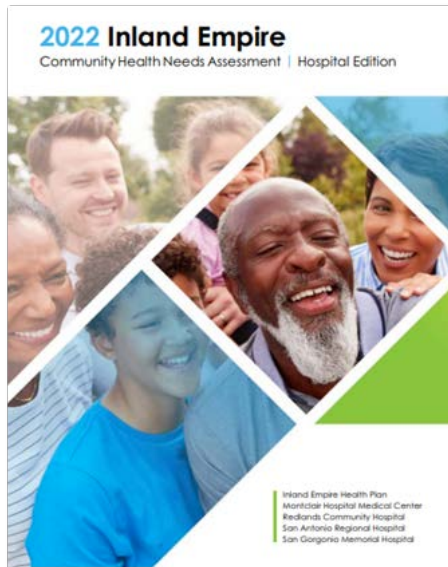
San Antonio Regional Hospital’s secondary service area, shaded in orange, extends to:

- Pomona on the west
- Chino Hills to the southwest
- Norco on the southeast
- Rialto at the eastern edge





# 2023 - 2025 COMMUNITY HEALTH IMPLEMENTATION STRATEGY



San Antonio Regional Hospital conducted a Community Health Needs Assessment (CHNA) in 2022. The assessment identified the health-related needs of the community including low income, minority, and medically underserved populations.

Further details about San Antonio's 2022 CHNA can be found on the following link:

<https://www.sarh.org/programs/community-connection/community-benefit/>

## PRIORITY ISSUES BEING ADDRESSED BY SAN ANTONIO REGIONAL HOSPITAL IN 2023-2025:



### Maternal And Infant Health

The 2022 CHNA revealed the region is seeing:

- high infant death rate
- high rate of pre-term births
- high rate of tobacco use during pregnancy
- below benchmark in early prenatal care, particularly in populations that identify as Black/African American.



### Mental And Behavioral Health

The 2022 CHNA revealed community members are:

- unable to identify resources high rate of pre-term births
- unable to access preventative care and mental health services



### Cardiovascular Disease and Diabetes

The 2022 CHNA data shows:

- community members feel management of health is the most pressing health issue
- chronic illnesses associated with cardiovascular disease and diabetes continue to increase health risks in our community



# THE COMMUNITY HEALTH IMPLEMENTATION STRATEGY (CHIS): PRIORITIES AND GOALS

The 2023-2025 Community Health Implementation Strategy provides information on how San Antonio Regional Hospital plans to address critical health needs identified in the 2022 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health through upstream and downstream interventions, with specific health indicators.

## Priority Area: Maternal and Infant Health

**2023-2025 CHIS GOAL:**  
Increase support to parents and caregivers, socially and emotionally with family-focused activities, education and services.

## Priority Area: Mental and Behavioral Health

**2023-2025 CHIS GOAL:**  
Increase access to preventative care as well as increase awareness of mental health care resources, services and education.

## Priority Area: Cardiovascular Disease and Diabetes

**2023-2025 CHIS GOAL:**  
Reduce the impact of cardiovascular disease and diabetes and increase the focus on cardiovascular disease and diabetes prevention and treatment education.



## MATERNAL AND INFANT HEALTH RESOURCES FOR THE COMMUNITY

“It is such a culture of making patients feel comfortable and welcome, I felt it from everybody. She came into this world in such a peaceful and positive way.”

-Katie Witherington, SARH high risk patient



# HEALTHY BEGINNINGS

Designed as a Baby Friendly Hospital, SARH strives to promote a healthy pregnancy, safe delivery, and support after a hospital stay.

Started in 2001 as part of the Children's First 5 Initiative, in response to high rates of newborn readmissions in San Bernardino County, the Healthy Beginnings Family Care Center provides education and support services to new families once discharged from the hospital. As part of the hospital's Baby Friendly Initiative, the Healthy Beginnings program strives to have 80% of their patients exclusively breastfeeding.

To achieve this goal, the program staff are trained as lactation consultants, providing education to encourage and promote successful breastfeeding. In an effort to reduce preventable hospital readmissions during the newborn period,

Healthy Beginnings provides weight and jaundice checks and pediatric referrals for newborns and general wellness and postpartum screenings for mother's post-discharge.

In 2024, Healthy Beginnings served **3,128** patients through the Neonatal Intensive Care Unit follow-up clinic, and classes on breastfeeding, infant care, safe sitter education, infant/child CPR and prepared childbirth classes.







# **PRIORITIZING MENTAL AND BEHAVIORAL HEALTH**





# MENTAL HEALTH FAIRS

The Lewis-San Antonio Healthy Communities Institute (HCI) participates in mental health fairs at high school's throughout Chaffey Joint Union High School District every semester. At these outreach events, HCI provides students with:

- self-care tips
- mental health related giveaways
- activities to increase their knowledge about mental health resources on campus and in the community.



**In October 2024, HCI attended the following Mental Health Fairs and interacted with an average of 100 students on each campus.**

**75 students  
(Los Osos)**

**104 students  
(Colony)**

**41 students  
(Valley View)**

**186 students  
(Alta Loma)**

**124 students  
(Rancho  
Cucamonga)**



# NARCAN DISTRIBUTION

The California Department of Health Care Services created the Naloxone Distribution Project (NDP) to combat opioid overdose-related deaths throughout California. The NDP aims to address the opioid crisis by reducing opioid overdose deaths through the provision of free naloxone. San Antonio Regional Hospital participates in NDP by distributing Narcan for free and providing essential training on how to use Narcan to reverse an overdose caused by an opioid. Through community outreach, San Antonio Regional Hospital has distributed 1,005 boxes of Narcan throughout the Inland Empire.



Partnering with Key Medical Resources, Inc, San Antonio Regional Hospital provides Narcan and CPR training for parents in Ontario-Montclair School District.



The Community Health team educates the community on and distributes Narcan. Narcan is also available at the SARH Emergency Department and Urgent Care Centers at no-cost.







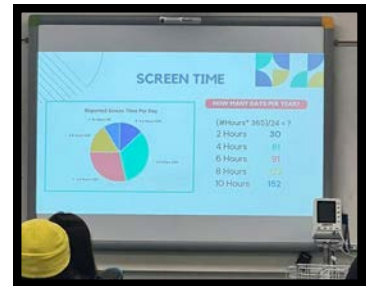
# WELLNESS STARTS WITH YOU

The Lewis-San Antonio Healthy Communities Institute (HCI) was established in April 2016 by Randall Lewis (a local community visionary, innovator and philanthropist) in collaboration with San Antonio Regional Hospital to positively impact the health of the Inland Empire region. HCI aims to form solutions in response to the high numbers of chronic diseases and low numbers of healthcare professionals in the region. The institute is designed to serve as a vehicle to help create innovative solutions and to support the efforts of local cities and healthcare entities by providing structure, programs, and specific training.

Wellness Starts With You (WSWY), a health education curriculum, was facilitated for juniors at Upland High School.

HCI staff and interns prepared the curriculum and facilitated the program to increase knowledge of the following 4 Pillars of Health:

Physical Activity  
Nutrition  
Mental Resilience  
Sleep



HCI College Interns provided Health Education to over 140 Upland High School students.





## ONTARIO-MONTCLAIR SCHOOL DISTRICT PARENT LEADERSHIP CONFERENCE



Testimonial from Community Partner  
from Ontario-Montclair School District

*"I am glad that we have been able to be part of the success SARH has had with these amazing programs. In the 28 years I have been in education, I never thought that one could have these partnerships to impact students and our families. One of many blessings I have had being in this role is being in the front row to witness all these rewarding experiences. "*

**-Yesenia Arvizu, Director,  
Family and Community Engagement  
Ontario-Montclair School District**

Throughout the year, the Community Health team nurtured and strengthened the existing partnership with the Ontario-Montclair School District's (OMSD) Family & Community Engagement (FCE) Department.

The FCE provides professional development and education to support parents as they seek to better support the academic and personal growth of their students. This alignment of mission and purpose has resulted in a fruitful partnership between SARH and OMSD.

In 2024, the Community Health team educated parents on the 8 dimensions of wellness at the Annual OMSD Parent Leadership Conference, conducted workshop series on nutrition, diabetes, and heart health for parents at two schools in the district, and sponsored a training where parents were able to receive their CPR/First Aid/AED certification.



## GENERATIONS AHEAD



We're committed to promoting healthy aging by empowering and supporting our community. Generations Ahead is designed to enrich the lives of adults by fostering connections, celebrating the wisdom that comes with aging, and enhancing overall well-being.

Generations Ahead is more than just a program – it's a vibrant community where adults can connect, share their diverse experiences, and continue learning. Through interactive workshops and social events, we create opportunities for personal growth, where everyone can find purpose and joy.

Our approach to aging centers around cultivating a positive mindset and building resilience. Generations Ahead programs have served 116 community members that have reported feeling more connected and empowered to improve their health.

Examples of health topics covered during Generations Ahead sessions include Prescription Safety, Fall Prevention, Mental Health, Medicare and Positive Psychology.

# COMMUNITY HEALTH IMPROVEMENT PROGRAM (CHIP)



The aging population and the continued escalation of patients with chronic conditions are the principal reasons why San Antonio Regional Hospital developed and implemented the community health improvement program (CHIP) in January 2015. CHIP's focus has been and continues to be:

1. Diminish healthcare gaps.
2. Promote the delivery of evidence-based care.
3. Reduce avoidable emergency room visits and hospitalizations.

Coordinated by a dedicated interdisciplinary healthcare team, each participating CHIP member is closely monitored in accordance with an individualized Comprehensive Health Profile (CHP), Quality Care Plan (QCP), and longitudinal patient scorecard. A novel stratification scale that assesses socioeconomic status, education/assimilation capacity, mental health history, adherence potential, psychological stress factors, and support is utilized along with data mining and standardized clinical assessments to identify potential CHIP members. Once enrolled, CHIP deploys individualized, evidence-based clinical strategies based on each person's individual needs and capabilities.

# COMMUNITY HEALTH IMPROVEMENT PROGRAM (CHIP)

## CHIP HEALTH COACHES

A unique aspect of CHIP is the training and utilization of student health coaches. In addition to the CHIP interdisciplinary clinical team, members are monitored by health coaches trained through a collaborative program with:

- California State University San Bernardino Schools of Public Health, Nursing, Biology, and Kinesiology
- Western University of Health Sciences, College of Graduate Nursing
- Cal Poly Pomona Dietitian/ Nutrition students
- Chaffey College Community Health Worker Students



After the appropriate screening, selected students participate in a seminar taught by our interdisciplinary team of healthcare professionals, including physicians, nurses, social workers, and hospital administrators. Licensed professionals (registered nurse, social worker and physician) oversee the work of the student health coaches, and their scope of activities are consistent with their competence and the training and demonstrated skills provided through the program. Each member is also reassessed with a focus on achieving health goals during weekly interdisciplinary case reviews.

Once trained, student health coaches provide in-home visits and phone interactions. Students engage in the process of educating and motivating at-risk members to take an active and meaningful role in their health and well-being. Health coaches contacted their patients either by phone calls or by video calls where available. The primary objectives of the health coach are to foster meaningful interactions to boost cooperation and adherence while helping resolve non-medical issues (social determinants of health) that impede effective risk factor management and patient care.

In 2024, CHIP successfully recruited 24 new students to become health coaches, bringing the total to 354 students over the past ten years. CHIP enrolled 74 patients in 2024, raising the total number cared for by these health coaches to 619 patients and over 6,126 member months. To date, avoidable ER visits were reduced by 40% and unnecessary hospitalizations decreased by 47% among CHIP participants enrolled for nine months.





# **PREVENTING CARDIOVASCULAR DISEASE AND DIABETES**



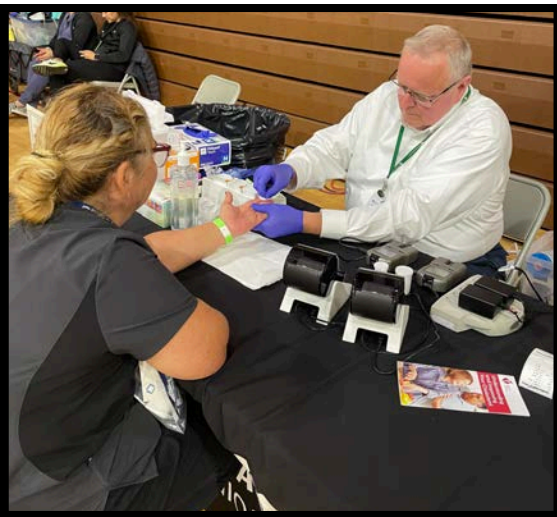


# COMMUNITY HEALTH SCREENINGS



In November 2024, SARH hosted a Community Health Fair at Rancho Cucamonga Middle School in partnership with the City of Rancho Cucamonga, Cucamonga School District, and San Bernardino County. This effort was funded, in part, by a grant awarded by the Healthy Rancho Cucamonga mini grant program.

During this event, 55 participants were able to receive free glucose, cholesterol, lipid panel, and blood pressure screenings by SARH staff using point-of-care CardioChek analyzers. They were also able to receive free COVID-19 or flu vaccines from the San Bernardino County Department of Public Health and were connected to resources offered by over 15 local organizations.







# COMMUNITY OUTREACH & LECTURES



The outreach and education efforts conducted by SARH's Community Health team aim to provide pertinent health information to members of the local community and connect them to resources that may support their overall health and wellbeing.

Through partnerships with local community-based organizations, cities, government agencies, physicians, and school districts, this team was able to engage over 4,360 individuals through community programs.

Such programs included the Cardiac and Orthopedic Lecture Series, as well as the Healthy Heart Class series where community members were able to learn directly from clinical professionals on relevant health topics.

During the Cardiac Community Panel Discussion, 55 attendees received healthy heart education from Cardiologists and received blood pressure screenings on-site.

**2024 Cardiovascular Community Panel Discussion**  
"Everything You've Always Wanted to Ask a Cardiologist"

**FEB 28TH** | 6 PM - 7:15 PM  
Alta Auditorium  
999 San Bernardino Road, Upland, California 91786

**REGISTER NOW** 



  
Samir Samarany  
MD, FACC

  
Robert Castro  
DO, FACC

  
Samit Bhatheja  
MD

  
Roger Duber  
DO, FACC  
Moderator



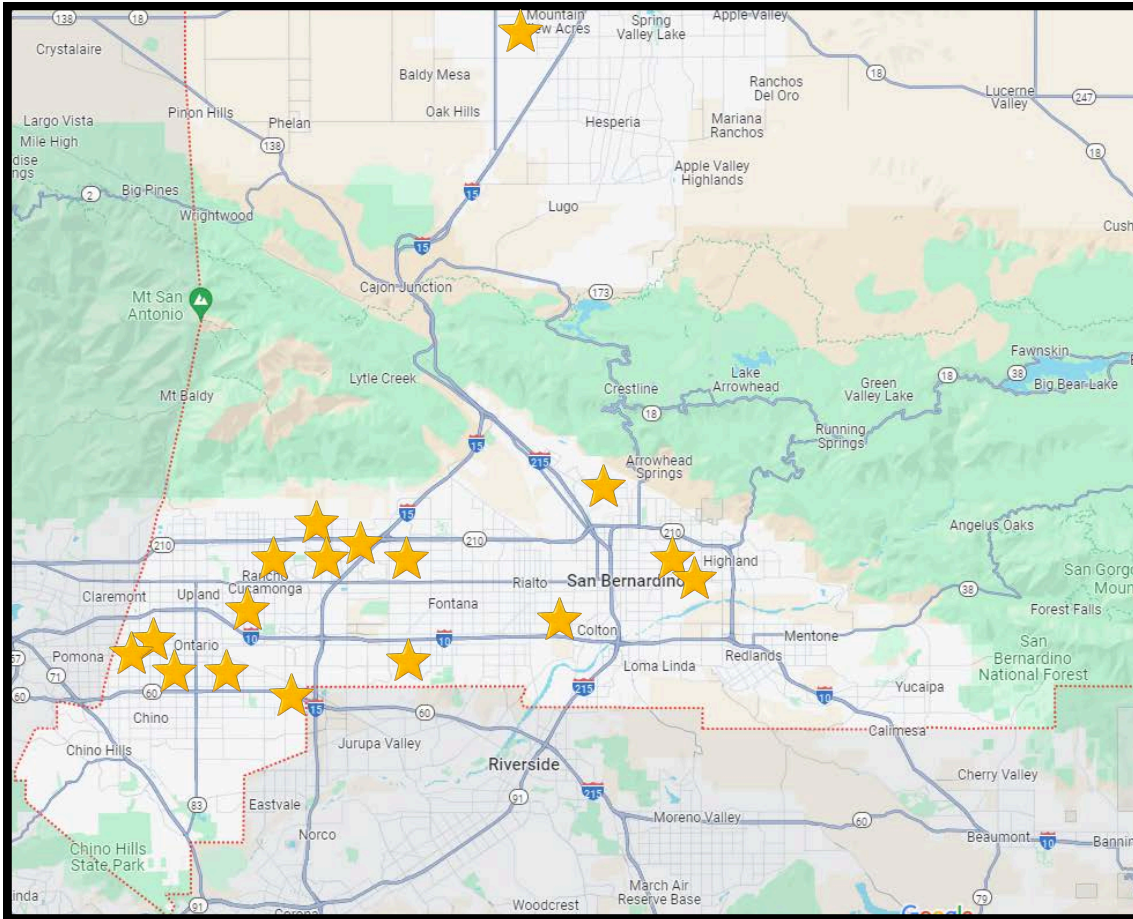
# CREATING THE NEXT GENERATION OF HEALTHCARE PROFESSIONALS







# WORKFORCE DEVELOPMENT EXPANSION



★ Site of Workforce Development trainings provided by San Antonio Regional Hospital

Due to the remarkable success of the workforce development and career readiness programs through the Lewis-San Antonio Healthy Communities Institute (HCI), San Bernardino County Superintendent of Schools awarded HCI with \$75,000. This funding allowed us to continue community outreach, health education, and workforce preparation in underserved areas, such as the High Desert.

The continued investment from San Antonio Regional Hospital along with the increased funding from San Bernardino County, brought healthcare professionals to students in high schools and community centers to speak on their career journey. Students in the High Desert, Fontana and Colton were also trained on Hands-Only CPR, Stop the Bleed, and Narcan to provide early exposure to life-saving skills.



# SUPER SCIENCE DAYS



Super Science Days engages and excites elementary school students in STEM and healthcare careers. Students are encouraged to participate in interactive experiments and interdisciplinary STEM activities such as “Solve the Outbreak” that teaches food safety and exposes students to the field of Epidemiology.

In 2024, 25 students at Lehigh Elementary School in Ontario participated in this program. School administrators expressed appreciation for the program as they saw it ignite excitement in the students not just for participating in the activities but also for attending school overall.



# YOUNG HEALTHCARE PROFESSIONALS

Students throughout San Bernardino County heard from SARH healthcare professionals, were certified in various medical trainings, and became more equipped for a career in healthcare. Staff from San Antonio Regional Health answered student questions about a career in healthcare.

**107  
students**

**Colton HS**  
(Colton Joint USD)

**Hands-Only CPR Training**  
**Narcan Training**  
**Career in Public Health Info Sess**

**95  
students**

**Silverado HS**  
(Victor Valley Union USD)

**Hands-Only CPR Training**  
**Narcan Training**  
**Career in Public Health Info Session**

**65  
students**

**Pacific HS**  
**Cajon HS**  
**San Gorgino HS**  
(San Bernardino City USD)

**Hands-Only CPR Training**  
**Narcan Training**  
**Stop the Bleed Training**  
**College Admissions Speaker**  
**Healthcare Professionals Panel**

**100  
students**

**Baldy View ROP**  
(Chaffey Joint USD)

**Mental Health Symposium**  
**Healthcare speaker on Mental Health Panel**







# CLINICAL SHADOWING PROGRAM

The Clinical Shadowing Program (CSP) provides juniors in high school with an immersive experience in a hospital setting.

## PROGRAM GOALS

- **Provide Opportunities To Students Who Need It**

Students throughout San Bernardino County are welcome to apply.

- **Workforce Development**

Students will gain skills and experiences to equip them for the dynamic future of work in healthcare.

- **Address the Healthcare Shortage**

This experience can ignite a passion for healthcare among students.



"Our goal with the Clinical Shadowing Program is to ignite a passion for medicine in our students from the region and equip them with invaluable insights that typical student volunteer or intern programs do not provide. We believe that by fostering these early connections and experiences, we are setting our students on a path to success in the medical field."

- John Chapman, President and CEO,  
San Antonio Regional Hospital

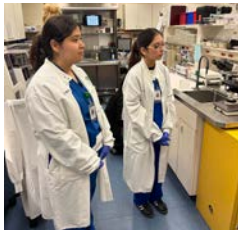
In 2024, SARH partnered with the San Bernardino Superintendent of Schools to provide this opportunity to all juniors in San Bernardino County. This resulted in the largest cohort of students in CSP, with 55 students completing the program.





## THE CLINICAL SHADOWING JOURNEY

**Clinical Rotations** in different departments. Student have the opportunity to shadow providers in SARH's Urgent Care Centers, Laboratory, Pharmacy, Maternity, Surgical Department, and 8 other departments.



**Professional Development Seminars** to improve career readiness.



**Culminating Presentations** provide students with an opportunity to reflect on their experience.





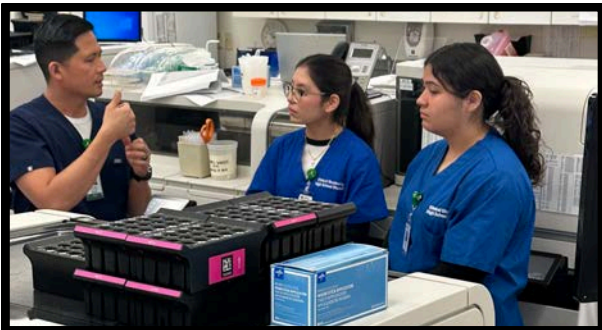
## CLINICAL SHADOWING PROGRAM TESTIMONIALS



**"I love this program because it is showing me so many opportunities but it definitely makes it harder to choose a definite career because I've had such a great experience in each department. Gives me a lot to think about!"**



**"The highlights from my experience was seeing all of the intricacies involved in hospital management and patient care. There's a lot of internal processes that not everyone is actually aware of and it really highlights the role that a hospital plays in."**



**"I got to observe various different patients in their recovery as well as the various different exercises that they are required to do. I even got some experience doing some of the office work. I all together had a great experience."**



**"I would definitely recommend this program to anyone interested in the medical field or is just open and don't know what they want to do."**





# NON-CLINICAL INTERNSHIP



Undergraduate, graduate and doctoral students from local universities in various health disciplines, such as public health, social work, healthcare administration, nutrition, and business administration are brought together to complete their field experiences on-site and in the community.

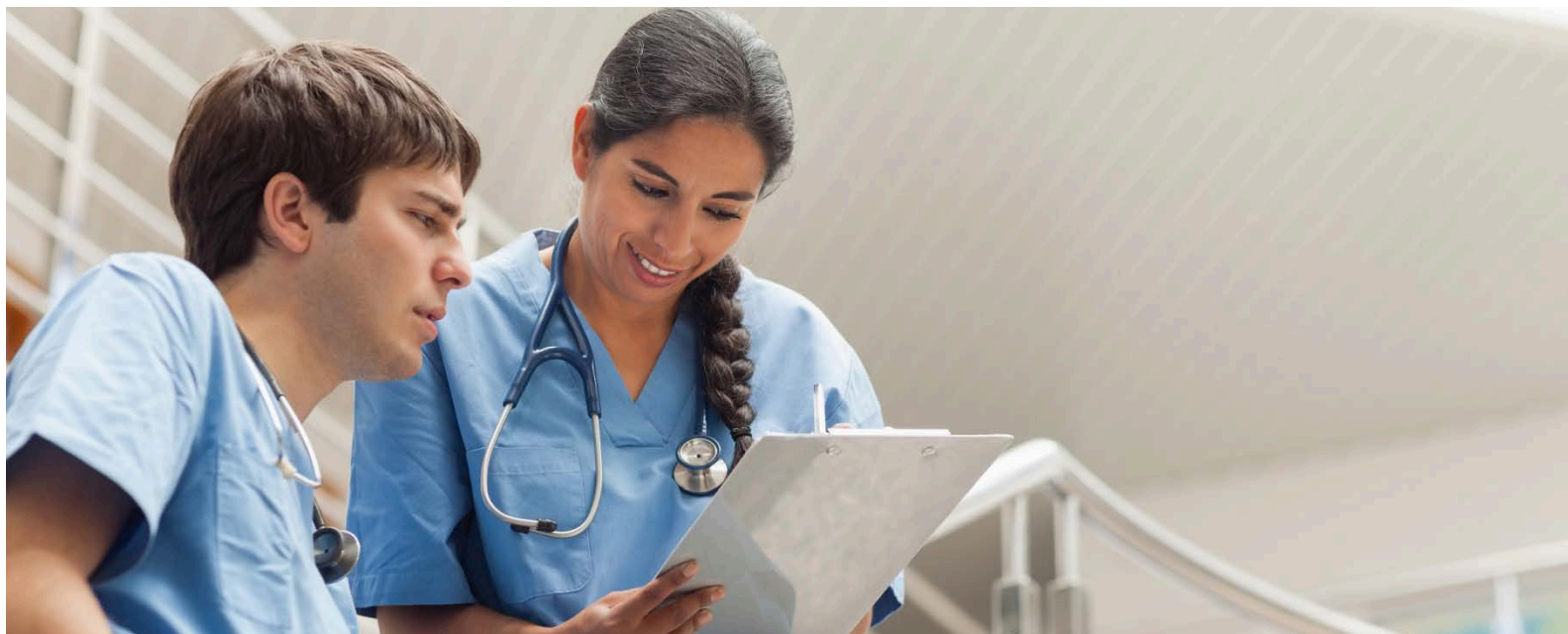
Students are connected to various health professionals in and out of the hospital, exposed to the need for health professionals in the local area, and are encouraged to remain in the region while fulfilling their professional aspirations. Interns have opportunities to participate in program development, evaluation, health education, marketing and business development related to the hospital's CHNA.



Currently, HCI has memorandums of understanding with 9 universities across the Southern California region, including California State Universities San Bernardino, Fullerton, Loma Linda University, Claremont Graduate University and Keck Graduate Institute.

SARH had 17 interns at the undergraduate, graduate, and doctoral levels who collectively served 1,064 hours for the year.





## NURSING SCHOLARSHIPS

Nurses play an essential role in the quality of care patients receive at San Antonio Regional Hospital. Given the workforce shortage San Bernardino County is facing, we greatly value the education and careers of our nurses.

San Antonio Regional Hospital provided three scholarship opportunities for employees currently enrolled in an accredited Registered Nursing Program. Scholarships were provided in the amount of \$700, \$500 and \$300 dollars.

\*Advanced programs, including RN to BSN, MSN, or similar, **do not** qualify for these scholarships.



# FINANCIAL SUMMARY OF COMMUNITY BENEFITS

Community Health Improvement Services	Benefit
Healthy Beginnings Classes: Family & Friends Infant/Child CPR, Breastfeeding, Infant Care, Prepared Childbirth, Prepared Childbirth C-Section, Safe Sitter	\$25,620
Healthy Beginnings	\$188,160
Lewis-San Antonio Healthy Communities Institute-Planning, Operations, & Program Activities	\$114,601
Mammogram Vouchers	\$908
Medical Minutes	\$44,530
NICU follow-up clinic	\$6,720
Blood Drive	\$2,120
Community Health Improvement Program (CHIP)	\$415,588
Palliative, Spirituality & Health	\$55,749
Access to Clinical Care/Physician Shortage	\$311,389
Community Outreach & Education	\$104,449
Community Health Screenings	\$3,535
Community Health Improvement Services Total	\$1,273,369



Health Professions Education	Benefit
Nursing Scholarship	\$1,500
Chaffey College Radiology Training	\$129,926
Health Professions Education Total	\$131,426

Subsidized Health Services	Benefit
Physician Fees: Indigent Care	\$176,976
Subsidized Health Services Total	\$176,976

Financial and In-Kind Donations	Benefit
Thanksgiving Gift card Donations	\$1,920
Meals on Wheels	\$114,732
Financial and In-Kind Donations Total	\$116,652

Community Benefit Operations	Benefit
Community Outreach Planning and Operations	\$193,059
Community Benefit Operations Total	\$193,059

**Total Community Benefit: \$1,891,482**





Unreimbursed Medical Care (based on the fully allocated cost of care)	Benefit
Financial Assistance (Charity Care)	\$4,959,919
Medi-Cal Shortfall*	\$46,933,528
Total Community Benefit Including Unreimbursed Medical Care	\$53,784,929
Bad Debt	\$13,456,941
Total Including Bad Debt	\$67,241,870

\*Medi-Cal (reimbursement does not cover the fully allocated cost of care)



**LOOKING  
FORWARD:  
NEXT STEPS  
IN CARING  
FOR OUR  
COMMUNITY**





# COMING SOON: CENTER OF AGING

San Antonio Regional Hospital's Center of Aging will provide expanded healthcare services to address the needs of our region's growing Medicare-age population. Located in Rancho Cucamonga, the Center will house multiple providers for seniors in a "one stop shop" concept.

The building's first floor will house:

- 3 primary care centers, including our SARH Family Practice Residency Clinic
- Care4U Geriatric Clinic
- GI Ambulatory Surgery Center
- Dermatology, Podiatry, Endocrinology, Optometry & Audiology Clinics
- Pharmacy
- PT and OT with specific senior offerings
- Imaging (MRI, ultrasound and X-ray)
- Clinical labs
- Case management for seniors
- Audio/visual studio with seating for senior events and broadcasts

The second floor will fit over 45,000 square feet with wrap around services for seniors, including dementia and behavioral healthcare.

The Center is designed to streamline geriatric services and help seniors stay as independent as possible, enhancing the quality of life for all involved.





# COMING SOON: RESIDENCY PROGRAM A FIRST IN HOSPITAL HISTORY

San Antonio Regional Hospital has partnered with Western University of Health Sciences in Pomona to implement the first ACGME accredited physician residency program in hospital history.

A cohort of Western U's medical students will train at San Antonio alongside physician leaders from 14 different medical groups in the region. The initial residency program will begin in July 2025 with the inaugural class of ten internal medicine residents. Plans are to add ten family medicine residents in July 2026. Within three years, the hospital will have trained 60 residents, with plans to graduate 20 residents per year. San Antonio's residency program is a preemptive step to help solve the ongoing physician shortage in the Inland Empire.

**"We have an aging population and a shortage of primary care providers in the region, 85% of Western University's students are from California. This partnership allows us to build a residency program that will give medical students an opportunity to train at an excellent facility, with the hope of having them staying on staff with us and give back to their own community."**

-John Chapman, President & CEO of San Antonio Regional Hospital

The residency program will also provide future physicians to staff San Antonio Regional Medical Group which operates CARE4U Family Clinics in Upland and Fontana.



# CONTACT US

Additional information regarding San Antonio Regional Hospital, its history and its future, is available on our website. Questions regarding this report or the hospital's community benefit activities should be requested via email.

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